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(54) Title: A METHOD OF ENABLING A WIRELESS INFORMATION DEVICE TO ACCESS CUSTOMER SUPPORT SERVICES

(57) Abstract: If an end-user of a wireless information device has a support requirement, he opens a data connection from his device to a customer support computer; the data connection remains open whilst the device progresses up a queue of an automated queuing system connected to the customer support computer. A predefined action is initiated that meets the support requirement before the device reaches the top of the queue or when the device reaches the top of the queue.